A More Detailed Look at Compliance Rates and Other 2008 Access and Privacy Statistics

An adjunct publication
to the 2008 Annual Report of the
Information and Privacy Commissioner of Ontario

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The Purposes of the *Acts*

The purposes of the *Freedom of Information and Protection of Privacy Act* and the *Municipal Freedom of Information and Protection of Privacy Act* are:

a) To provide a right of access to information under the control of government organizations in accordance with the following principles:

- information should be available to the public;
- exemptions to the right of access should be limited and specific;
- decisions on the disclosure of government information may be reviewed by the Information and Privacy Commissioner.

b) To protect personal information held by government organizations and to provide individuals with a right of access to their own personal information.

The purposes of the *Personal Health Information Protection Act* are:

To protect the confidentiality of personal health information in the custody or control of health information custodians and to provide individuals with a right of access to their own personal health information and the right to seek correction of such information, with limited exceptions.

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Role and Mandate

Ontario's ***Freedom of Information and Protection of Privacy Act (FIPPA),*** which came into effect on January 1, 1988, establishes an Information and Privacy Commissioner (IPC) as an officer of the Legislature. The Commissioner is appointed by and reports to the Legislative Assembly of Ontario and is independent of the government of the day.

The term "freedom of information" refers to public access to general records relating to the activities of government, ranging from administration and operations to legislation and policy. It is an important aspect of open and accountable government. Privacy protection is the other side of that equation, and refers to the safeguarding of personal information held by government.

FIPPA applies to all provincial ministries and most provincial agencies, boards and commissions, as well as to universities and colleges of applied arts and technology. The ***Municipal Freedom of Information and Protection of Privacy Act (MFIPPA),*** which came into effect January 1, 1991, broadened the number of public institutions covered by Ontario's freedom of information and privacy legislation. It covers local government organizations, such as municipalities, police, library, health and school boards, and transit commissions.

The ***Personal Health Information Protection Act, 2004 (PHIPA),*** came into force on November 1, 2004, and governs the collection, use and disclosure of personal health information within the health-care system. It is the third of the three provincial laws that the IPC oversees.

Together, these three ***Acts*** establish rules about how government organizations and health information custodians may collect, use, and disclose personal data. They also establish a right of access that enables individuals to request their own personal information and have it corrected if necessary.

The Commissioner plays a crucial role under each of the three ***Acts***. In general terms, the Commissioner's mandate is to:

- independently review the decisions and practices of government organizations concerning access and privacy;
- independently review the decisions and practices of health information custodians in regard to personal health information;
- conduct research on access and privacy issues;
- provide comment and advice on proposed government legislation and programs;
- review the personal health information policies and practices of certain entities under ***PHIPA;*** and

- help educate the public about Ontario's access, privacy and personal health information laws and related issues.

The Commissioner delivers on this mandate by fulfilling seven key roles:

- resolving appeals when government organizations refuse to grant access to information;
- investigating privacy complaints related to government-held information;
- ensuring that government organizations comply with the ***Acts***;
- conducting research on access and privacy issues and providing advice on proposed government legislation and programs;
- educating the public about Ontario's access, privacy and personal health information laws and access and privacy issues;
- investigating complaints related to personal health information; and
- reviewing policies and procedures, and ensuring compliance with ***PHIPA***.

In accordance with the ***Acts***, the Commissioner has delegated some decision-making powers to her staff. Thus, the Assistant Commissioner (Privacy), Assistant Commissioner (Access) and other designated staff may issue orders, resolve appeals, and investigate privacy complaints.

Provincial Institutions

(includes organizations where the Minister is the Head)

Ranked by the number of requests completed in 2008	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*	Over 90 Days	
			No.	%	%	No.	%
Environment	5,256	5,538	4,698	84.8	87.7	207	3.7
Community Safety and Correctional Services	3,774	3,539	2,964	83.8	96.3	65	1.8
Labour	766	778	708	91.0	91.0	25	3.2
Community and Social Services	678	649	565	87.1	92.6	14	2.2
Attorney General	445	403	369	91.6	95.8	8	1.2
Transportation	295	282	269	95.4	99.3	0	0.0
Government Services	264	245	201	82.0	91.8	1	0.4
Health and Long-Term Care	152	141	85	60.3	80.1	7	5.0
Natural Resources	92	102	50	49.0	80.4	13	12.7
Finance	66	53	40	75.5	94.3	0	0.0
Municipal Affairs and Housing	51	51	43	84.3	96.1	1	2.0
Revenue	50	51	41	80.4	90.2	2	3.9
Training, Colleges and Universities	51	50	36	72.0	86.0	2	4.0
Education	52	49	30	61.2	89.8	2	4.1
Children and Youth Services	40	36	29	80.6	94.4	1	2.8
Energy and Infrastructure	23	32	17	53.1	65.6	10	31.3
Cabinet Office	28	25	22	88.0	88.0	0	0.0
Aboriginal Affairs	15	19	14	73.7	73.7	4	21.1
Culture	15	18	11	61.1	88.9	1	5.6
Agriculture, Food and Rural Affairs	18	16	12	75.0	100.0	3	18.8
Economic Development and Trade	9	10	8	80.0	100.0	0	0.0
Tourism	10	10	9	90.0	100.0	0	0.0
Northern Development and Mines	8	8	6	75.0	75.0	1	12.5
Citizenship and Immigration	6	7	4	57.1	85.7	1	14.3
Health Promotion	7	7	4	57.1	71.4	0	0.0
Small Business and Consumer Services	7	7	7	100.0	100.0	0	0.0
Economic Development	6	5	5	100.0	100.0	0	0.0
Francophone Affairs	4	2	2	100.0	100.0	0	0.0
International Trade and Investment	5	2	1	50.0	100.0	0	0.0
Research and Innovation	4	2	2	100.0	100.0	0	0.0
OMERS Administration Corporation	1	1	0	0.0	100.0	0	0.0
Women's Directorate	1	1	1	100.0	100.0	0	0.0

*Including Notice of Extension, section 27(1) and Notice to Affected Person, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Information and Privacy Commissioner of Ontario

Universities

Ranked by the number of requests completed in 2008	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*	Over 90 Days	
			No.	%	%	No.	%
University of Ottawa	48	72	57	79.2	91.7	1	1.4
University of Toronto	32	32	29	90.6	100.0	0	0.0
York University	19	18	15	83.3	100.0	0	0.0
University of Windsor	15	15	11	73.3	73.3	1	6.7
University of Western Ontario	20	14	8	57.1	100.0	0	0.0
McMaster University	12	13	8	61.5	84.6	1	7.7
Ryerson University	11	12	5	41.7	91.7	1	8.3
Queen's University	10	10	8	80.0	80.0	0	0.0
Laurentian University	8	9	7	77.8	100.0	0	0.0
Carleton University	8	8	7	87.5	100.0	0	0.0
Lakehead University	5	8	1	12.5	25.0	2	25.0
Brock University	5	5	4	80.0	80.0	0	0.0
University of Guelph	5	5	5	100.0	100.0	0	0.0
University of Waterloo	4	5	4	80.0	100.0	0	0.0
Trent University	2	4	3	75.0	100.0	0	0.0
Algoma University	2	2	2	100.0	100.0	0	0.0
University of Ontario Institute of Technology	1	1	1	100.0	100.0	0	0.0
Wilfrid Laurier University	3	1	1	100.0	100.0	0	0.0
Ontario College of Art & Design	1	0	0	0.0	0.0	0	0.0

*Including Notice of Extension, section 27(1) and Notice to Affected Person, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

School Boards

Ranked by the number of requests completed in 2008	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*	Over 90 Days	
			No.	%	%	No.	%
District School Board of Niagara	93	93	93	100.0	100.0	0	0.0
Toronto District School Board	37	37	18	48.6		0	0.0
Dufferin-Peel Catholic District School Board	16	16	14	87.5	100.0	0	0.0
Peel District School Board	8	8	7	87.5	100.0	0	0.0
Thames Valley District School Board	12	8	8	100.0	100.0	0	0.0
York Region District School Board	0	8	5	62.5	62.5	2	25.0
Ottawa-Carleton District School Board	8	7	5	71.4	100.0	0	0.0
Toronto Catholic District School Board	7	7	5	71.4	100.0	0	0.0
Gogama District School Area Board	6	6	6	100.0	100.0	0	0.0
Halton District School Board	6	6	4	66.7	100.0	0	0.0
Hastings and Prince Edward District School Board	6	6	6	100.0	100.0	0	0.0
London District Catholic School Board	5	5	5	100.0	100.0	0	0.0
Rainbow District School Board	5	5	5	100.0	100.0	0	0.0
Conseil des ecoles publiques de l'Est de l'Ontario	3	3	3	100.0	100.0	0	0.0
Lambton Kent District School Board	3	3	2	66.7	100.0	0	0.0
Algonquin and Lakeshore Catholic District School Board	2	2	2	100.0	100.0	0	0.0
Bluewater District School Board	1	2	1	50.0	50.0	0	0.0
Conseil Scolaire de district du Centre-Sud-Ouest	2	2	0	0.0	0.0	0	0.0
The Durham District School Board	2	2	2	100.0	100.0	0	0.0
Hamilton-Wentworth Catholic District School Board	2	2	1	50.0	100.0	0	0.0
Windsor-Essex Catholic District School Board	5	2	2	100.0	100.0	0	0.0
York Catholic District School Board	2	2	2	100.0	100.0	0	0.0
Avon Maitland District School Board	1	1	1	100.0	100.0	0	0.0
Grand Erie District School Board	1	1	1	100.0	100.0	0	0.0
District School Board Ontario North East	1	1	0	0.0	0.0	1	100.0

*Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Information and Privacy Commissioner of Ontario

Top 30 Municipal Institutions

Ranked by the number of requests completed in 2008	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*	Over 90 Days	
			No.	%	%	No.	%
City of Toronto	4,595	4,560	3,951	86.6	91.2	112	2.5
Toronto Police Service	3,441	3,287	2,482	75.5	80.0	57	1.7
Hamilton Police Service	1,322	1,322	989	74.8	84.9	5	0.4
Peel Regional Police	1,205	1,205	1,205	100.0	100.0	0	0.0
Durham Regional Police Service	1,149	1,093	899	82.3	85.7	33	3.0
Niagara Regional Police Service	1,072	1,065	952	89.4	94.9	1	0.1
Halton Regional Police Service	893	861	855	99.3	99.5	0	0.0
Town of Oakville	644	644	642	99.7	100.0	0	0.0
Windsor Police Service	618	628	554	88.2	95.4	0	0.0
London Police Service	621	625	235	37.6	50.7	34	5.4
City of Kitchener	529	528	525	99.4	100.0	0	0.0
City of Mississauga	494	491	487	99.2	99.2	0	0.0
Ottawa Police Service	466	468	367	78.4	99.1	1	0.2
City of Ottawa	474	452	360	79.6	83.6	10	2.2
Waterloo Regional Police Service	374	392	392	100.0	100.0	0	0.0
City of Brampton	379	379	368	97.1	97.6	2	0.5
Town of Richmond Hill	335	334	329	98.5	100.0	0	0.0
Barrie Police Service	330	332	329	99.1	99.4	0	0.0
Sarnia Police Service	324	327	264	80.7	99.1	0	0.0
Brantford Police Service	317	287	244	85.0	85.0	11	3.8
Guelph Police Service	315	292	183	62.7	63.4	14	4.8
York Regional Police	204	197	155	78.7	80.7	1	0.5
Thunder Bay Police Service	166	167	164	98.2	100.0	0	0.0
City of Greater Sudbury	156	151	131	86.8	86.8	0	0.0
City of Hamilton	139	140	138	98.6	100.0	0	0.0
Town of Aurora	121	121	119	98.4	99.2	0	0.0
Sault St. Marie Police Service	105	117	59	50.4	50.4	15	12.8
South Simcoe Police Service	118	117	90	76.9	81.2	9	7.7
City of Cambridge	113	113	113	100.0	100.0	0	0.0
Region of Peel	104	106	102	96.2	100.0	0	0.0

*Including Notice of Extension, section 20(1) and Notice to Affected Person, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Police Institutions (includes those that reported requests)

Ranked by the number of requests completed in 2008	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	3,441	3,287	2,482	75.5	80.0	57	1.7
Hamilton Police Service	1,322	1,322	989	74.8	84.9	5	0.4
Peel Regional Police	1,205	1,205	1,205	100.0	100.0	0	0.0
Durham Regional Police Service	1,149	1,093	899	82.3	85.7	33	3.0
Niagara Regional Police Service	1,072	1,065	952	89.4	94.9	1	0.1
Halton Regional Police Service	893	861	855	99.3	99.5	0	0.0
Windsor Police Service	618	628	554	88.2	95.4	0	0.0
London Police Service	621	625	235	37.6	50.7	34	5.4
Ottawa Police Service	466	468	367	78.4	99.1	1	0.2
Waterloo Regional Police Service	374	392	392	100.0	100.0	0	0.0
Barrie Police Service	330	332	329	99.1	99.4	0	0.0
Sarnia Police Service	324	327	264	80.7	99.1	0	0.0
Brantford Police Service	317	287	244	85.0	85.0	11	3.8
Guelph Police Service	315	292	183	62.7	63.4	14	4.8
York Regional Police	204	197	155	78.7	80.7	1	0.5
Thunder Bay Police Service	166	167	164	98.2	100.0	0	0.0
Sault St. Marie Police Service	105	117	59	50.4	50.4	15	12.8
South Simcoe Police Service	118	117	90	76.9	81.2	9	7.7
St. Thomas Police Service	101	101	80	79.2	79.2	0	0.0
Chatham-Kent Police Service	96	96	71	74.0	74.0	0	0.0
Oxford Community Police	96	96	94	97.9	97.9	0	0.0
Peterborough Lakefield Police Service	93	87	62	71.3	79.3	5	5.7
Leamington Police Service Board	65	65	54	83.1	98.5	0	0.0
Amherstburg Police Service	44	44	43	97.7	97.7	0	0.0
City of Kawartha Lakes Police Service	44	44	44	100.0	100.0	0	0.0
Greater Sudbury Police Service	41	41	38	92.7	92.7	0	0.0
Pembroke Police Service	40	40	25	62.5	100.0	1	2.5
Cobourg Police Service	39	36	30	83.3	83.3	2	5.6
Stratford Police Service	31	32	6	18.8	18.8	4	12.5
Belleville Police Service	30	29	17	58.6	62.1	0	0.0
Essex Police Service	24	24	19	79.2	83.3	0	0.0
Midland Police Services Board	21	21	19	90.5	100.0	0	0.0
Cornwall Community Police Service	20	18	18	100.0	100.0	0	0.0
West Grey Police Service	18	18	18	100.0	100.0	0	0.0
Hanover Police Service	17	17	12	70.6	70.6	0	0.0
Perth Police Service	16	16	16	100.0	100.0	0	0.0
Port Hope Police Service	16	15	13	86.7	86.7	0	0.0
Saugeen Shores Police Service	15	15	7	46.7	100.0	0	0.0
North Bay Police Service	5	5	4	80.0	100.0	0	0.0
Espanola Police Service	1	1	0	0.0	100.0	0	0.0

*Including Notice of Extension, section 20(1) and Notice to Affected Person, section 21(1). Such notices are used in circumstances where, for exmaple, there is a need to search through a large number of records or consult with one or more people outside the organization.

Information and Privacy Commissioner of Ontario

Municipal Corporations

Population under 50,000

Ranked by the number of requests completed in 2008	Requests Received	Requests Completed	Within 1-30 Days		Extended Compliance*	Over 90 Days	
			No.	%	%	No.	%
Town of Aurora	121	121	119	98.35	99.17	0	0
Town of Georgina	44	43	43	100	100	0	0
Town of Innisfil	39	38	38	100	100	0	0
Town of Gravenhurst	35	35	35	100	100	0	0
Town of Whitby	26	22	19	86.36	86.36	0	0
Corporation of the County of Brant	16	16	15	93.75	100	0	0
Corporation of the Town of Hawkesbury	15	15	14	93.33	93.33	0	0
The Corporation of the City of Cornwall	14	14	14	100	100	0	0
Corporation of the Township of Georgian Bay	13	13	13	100	100	0	0
Township of King	13	13	13	100	100	0	0
Town of Penetanguishen	12	12	4	33.33	33.33	0	0
Township of Uxbridge	11	11	9	81.82	90.91	1	9.09
Town of Fort Erie	9	9	9	100	100	0	0
The Corporation of the City of Kenora	9	9	8	88.89	88.89	1	11.11
Township of Alfred and Plantagenet	8	8	6	75	100	0	0
The Corporation of the City of Brockville	8	8	6	75	100	0	0
Municipality of North Perth	8	8	8	100	100	0	0
Township of Tay	8	8	8	100	100	0	0
The Corporation of Haldimand County	7	7	6	85.71	85.71	0	0
The Corporation of the Township of Bonfield	6	6	6	100	100	0	0
Town of East Gwillimbury	6	6	6	100	100	0	0
Town of Orangeville	6	6	6	100	100	0	0
Corporation of the County of Prince Edward	6	6	6	100	83.33	0	0
Municipality of Trent Hills	6	6	6	100	100	0	0
Corporation of the Town of Iroquois Falls	5	5	5	100	100	0	0
Corporation of the City of Orillia	4	5	2	40	40	1	20
City of Owen Sound	6	5	4	80	80	0	0
The Corporation of the City of Quinte West	5	5	5	100	100	0	0
City of Stratford	5	5	4	80	100	0	0
Municipality of Grey Highlands	4	4	4	100	100	0	0
City of Belleville	3	3	3	100	100	0	0
Corporation of the Township of Brock	3	3	3	100	100	0	0
Town of Carleton Place	3	3	3	100	100	0	0
Township of Centre Wellington	3	3	3	100	100	0	0
The Corporation of the Town of Grimsby	3	3	3	100	100	0	0
Town of Lakeshore	4	3	3	100	100	0	0
Town of Lincoln	3	3	1	33.33	33.33	0	0
The Corporation of Loyalist Township	3	3	2	66.67	100	0	0
Municipality of Middlesex Centre	4	3	2	66.67	100	0	0
Town of Niagara-on-the-Lake	3	3	3	100	100	0	0
City of St.Thomas	3	3	2	66.67	100	0	0
The Corporation of the Township of Tiny	3	3	3	100	100	0	0
Town of Whitchurch-Stouffville	3	3	1	33.33	100	0	0
Corporation of the Township of Algonquin Highlands	2	2	2	100	100	0	0
Township of Alnwick/Haldimand	2	2	1	50	100	0	0
The Corporation of the Municipality of Arran-Elderslie	2	2	2	100	100	0	0
Corporation of the Town of Essex	2	2	0	0	100	2	100
Township of Havelock-Belmont-Methuen	2	2	2	100	100	0	0
Municipality of Highlands East	2	2	2	100	100	0	0
Town of Kerney	2	2	2	100	100	0	0

*Including Notice of Extension, section 20(1) and Notice to Affected Person, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Municipal Corporations

Population between 50,000 and 200,000

Ranked by the number of requests completed in 2008	Requests Received	Requests Completed	Within 1-30 Days		Extended Compliance*	Over 90 Days	
			No.	%	%	No.	%
Town of Oakville	644	644	642	99.7	100.0	0	0.0
Town of Richmond Hill	335	334	329	98.5	100.0	0	0.0
City of Greater Sudbury	156	151	131	86.8	86.8	0	0.0
City of Cambridge	113	113	113	100.0	100.0	0	0.0
City of Vaughan	111	104	83	79.8	97.1	0	0.0
City of Burlington	87	87	85	97.7	100.0	0	0.0
City of Thunder Bay	89	86	86	100.0	100.0	0	0.0
City of Oshawa	77	77	76	98.7	100.0	0	0.0
City of Barrie	78	74	70	94.6	94.6	0	0.0
City of North Bay	50	50	47	94.0	94.0	0	0.0
City of Peterborough	48	50	34	68.0	98.0	0	0.0
Town of Newmarket	46	45	40	88.9	88.9	0	0.0
City of Kawartha Lakes	43	38	37	97.4	100.0	0	0.0
Town of Caledon	39	36	33	91.7	94.4	0	0.0
City of Kingston	34	34	33	97.1	100.0	0	0.0
The Corporation of The City of Niagara Falls	34	34	20	58.8	58.8	6	17.6
Norfolk County	31	33	20	60.6	84.9	4	12.1
Municipality of Chatham-Kent	29	29	26	89.7	89.7	0	0.0
Municipality of Clarington	30	29	27	93.1	93.1	0	0.0
City of Brantford	26	26	25	96.2	100.0	0	0.0
Town of Halton Hills	23	23	16	69.6	73.9	6	26.1
Corporation of the Town of Ajax	18	18	18	100.0	100.0	0	0.0
Corporation of the County of Grey	17	17	17	100.0	100.0	0	0.0
County of Oxford	13	16	14	87.5	87.5	2	12.5
Corporation of the County of Lambton	9	9	9	100.0	100.0	0	0.0
Corporation of the County of Essex	8	8	8	100.0	100.0	0	0.0
The Corporation of the County of Wellington	8	8	7	87.5	87.5	0	0.0
United Counties of Leeds and Grenville	7	7	7	100.0	100.0	0	0.0
The District Municipality of Muskoka	6	6	6	100.0	100.0	0	0.0
City of Sarnia	5	5	3	60.0	60.0	1	20.0
County of Bruce	2	2	2	100.0	100.0	0	0.0
The Corporation of the County of Peterborough	2	2	2	100.0	100.0	0	0.0
Municipal Corporation of the County of Renfrew - Human Resources Dept.	2	2	2	100.0	100.0	0	0.0
County of Dufferin	1	1	0	0.0	0.0	0	0.0
County of Hastings	1	1	1	100.0	100.0	0	0.0

*Including Notice of Extension, section 20(1) and Notice to Affected Person, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Municipal Corporations

Population over 200,000

Ranked by the number of requests completed in 2008	Requests Received	Requests Completed	Within 1-30 Days		Extended Compliance*	Over 90 Days	
			No.	%	%	No.	%
City of Toronto	4,595	4,560	3,951	86.6	91.2	112	2.5
City of Kitchener	529	528	525	99.4	100.0	0	0.0
City of Mississauga	494	491	487	99.2	99.2	0	0.0
City of Ottawa	474	452	360	79.6	83.6	10	2.2
City of Brampton	379	379	368	97.1	97.6	2	0.5
City of Hamilton	139	140	138	98.6	100.0	0	0.0
Region of Peel	104	106	102	96.2	100.0	0	0.0
York Region	98	94	89	94.7	97.9	0	0.0
Corporation City of London	82	76	70	92.1	92.1	1	1.3
City of Windsor	78	76	72	94.7	94.7	0	0.0
The Regional Municipality of Niagara	84	74	71	95.9	100.0	0	0.0
The Regional Municipality of Halton	27	26	26	100.0	100.0	0	0.0
Regional Municipality of Waterloo	30	26	18	69.2	88.5	0	0.0
Town of Markham	26	24	23	95.8	95.8	0	0.0
Regional Municipality of Durham	23	21	21	100.0	100.0	0	0.0
County of Simcoe	19	15	10	66.7	93.3	0	0.0

*Including Notice of Extension, section 20(1) and Notice to Affected Person, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Additional Information Regarding Appeals to the IPC in 2008

Issues in General Records Appeals Opened	Provincial	%	Municipal	%	Total	%
Exemptions only	115	44.1%	151	47.8%	266	46.1%
Reasonable Search	22	8.4%	39	12.3%	61	10.6%
Other	19	7.3%	40	12.7%	59	10.2%
Deemed Refusal	25	9.6%	23	7.3%	48	8.3%
Exemptions with Other Issues	19	7.3%	26	8.2%	45	7.8%
Third Party	27	10.3%	14	4.4%	41	7.1%
Interim Decision	12	4.6%	6	1.9%	18	3.1%
Time Extension	6	2.3%	5	1.6%	11	1.9%
Fee	4	1.5%	4	1.3%	8	1.4%
Fee and Fee Waiver	4	1.5%	3	0.9%	7	1.2%
Frivolous or Vexatious	2	0.8%	2	0.6%	4	0.7%
Act Does Not Apply	2	0.8%	0	0.0%	2	0.3%
Fee Waiver	2	0.8%	0	0.0%	2	0.3%
Correction	1	0.4%	1	0.3%	2	0.3%
Failure to Disclose	1	0.4%	0	0.0%	1	0.2%
Inadequate Decision	0	0.0%	1	0.3%	1	0.2%
Transfer	0	0.0%	1	0.3%	1	0.2%
Total	**261**	**100.0%**	**316**	**100.0%**	**577**	**100.0%**

Issues in General Records Appeals Closed other than by Order	Provincial	%	Municipal	%	Total	%
Resolved	152	81.7%	157	70.4%	309	75.6%
Withdrawn	18	9.7%	37	16.6%	55	13.4%
Screened out	7	3.8%	22	9.9%	29	7.1%
Abandoned	9	4.8%	7	3.1%	16	3.9%
Total	**186**	**100.0%**	**223**	**100.0%**	**409**	**100.0%**

Issues in Personal Information Appeals Opened	Provincial	%	Municipal	%	Total	%
Exemptions only	86	58.5%	111	57.5%	197	57.9%
Reasonable Search	13	8.8%	25	13.0%	38	11.2%
Other	13	8.8%	14	7.3%	27	7.9%
Deemed Refusal	11	7.5%	15	7.8%	26	7.6%
Exemptions with Other Issues	12	8.2%	12	6.2%	24	7.1%
Correction	3	2.0%	5	2.6%	8	2.4%
Frivolous or Vexatious	0	0.0%	5	2.6%	5	1.5%
Time Extension	4	2.7%	1	0.5%	5	1.5%
Fee	1	0.7%	3	1.6%	4	1.2%
Interim Decision	3	2.0%	1	0.5%	4	1.2%
Fee and Fee Waiver	0	0.0%	1	0.5%	1	0.3%
Third Party	1	0.7%	0	0.0%	1	0.3%
Total	**147**	**100.0%**	**193**	**100.0%**	**340**	**100.0%**

*The number of issues does not equal the number of complaints closed. Some complaints may involve more than one issue and Abandoned, Withdrawn and Screened Out complaint files are not included. The final percentage figures – right-hand column – is the number of each issue as a percentage of total issues cited.

Information and Privacy Commissioner of Ontario

Additional Information Related to Privacy Complaints filed with the IPC

Number of Privacy Complaints *Closed* 1999-2008	Provincial	Municipal	Non-Jurisdictional	Total
2008	110	119	3	232
2007	129	89	4	222
2006	82	55	0	137
2005	52	43	2	97
2004	74	41	11	126
2003	66	60	2	128
2002	54	38	7	99
2001	64	29	6	99
2000	39	41	2	82
1999	40	48	0	88

Privacy Complaints Closed by Type of Resolution in 2008	Provincial	%	Municipal	%	Non-Jurisdictional	%	Total	%
Resolved	73	66.4%	76	63.9%	2	66.7%	151	65.1%
Withdrawn	10	9.1%	20	16.8%	0	0.0%	30	12.9%
Screened out	22	20.0%	17	14.3%	1	33.3%	40	17.2%
Report	4	3.6%	5	4.2%	0	0.0%	9	3.9%
Abandoned	1	0.9%	1	0.8%	0	0.0%	2	0.9%
Total	**110**	**100.0%**	**119**	**100.0%**	**3**	**100.0%**	**232**	**100.0%**

Issues* In Privacy Complaints	Provincial	%	Municipal	%	Non-Jurisdictional	%	Total	%
Disclosure	55	64.0%	55	61.8%	2	100.0%	112	63.3%
Collection	9	10.5%	13	14.6%	0	0.0%	22	12.4%
Security	10	11.6%	8	9.0%	0	0.0%	18	10.2%
Disposal	3	3.5%	2	2.2%	0	0.0%	5	2.8%
General privacy issue	2	2.3%	3	3.4%	0	0.0%	5	2.8%
Use	1	1.2%	4	4.5%	0	0.0%	5	2.8%
Notice of collection	1	1.2%	2	2.2%	0	0.0%	3	1.7%
Access	2	2.3%	0	0.0%	0	0.0%	2	1.1%
Consent	0	0.0%	2	2.2%	0	0.0%	2	1.1%
Retention	2	2.3%	0	0.0%	0	0.0%	2	1.1%
Manner of collection	1	1.2%	0	0.0%	0	0.0%	1	0.6%
Total	**86**	**100.0%**	**89**	**100.0%**	**2**	**100.0%**	**177**	**100.0%**

*The number of issues does not equal the number of complaints closed. Some complaints may involve more than one issue and Abandoned, Withdrawn and Screened Out complaint files are not included. The final percentage figures – right-hand column – is the number of each issue as a percentage of total issues cited.

Resolution of Complaints filed to the IPC under *PHIPA*

Access/Correction Complaints Closed by Issue	Number	%
Deemed Refusal	27	33.8%
Other	11	13.8%
Reasonable Search	9	11.3%
Fee	9	11.3%
Correction	8	10.0%
Inadequate Decision	3	3.8%
Exemptions only	3	3.8%
Exemptions with Other Issues	1	1.3%
Failure to Provide Access	1	1.3%
Fee Waiver	1	1.3%
No Issue Identified	7	8.8%
Total	**80**	**100.0%**

* Not all access/correction complaints have issues identified. Some were screened-out without identifying an issue.

Outcome of Access/Correction Complaints by Stage Closed	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	30	53.6%	18	78.3%	1	1.3%	49	61.3%
Screened out	13	23.2%	0	0.0%	0	0.0%	13	16.3%
Withdrawn	9	16.1%	0	0.0%	0	0.0%	9	11.3%
No Review	0	0.0%	5	21.7%	0	0.0%	5	6.3%
Abandoned	4	7.1%	0	0.0%	0	0.0%	4	5.0%
Total	**56**	**100.0%**	**23**	**100.0%**	**1**	**100.0%**	**80**	**100.0%**

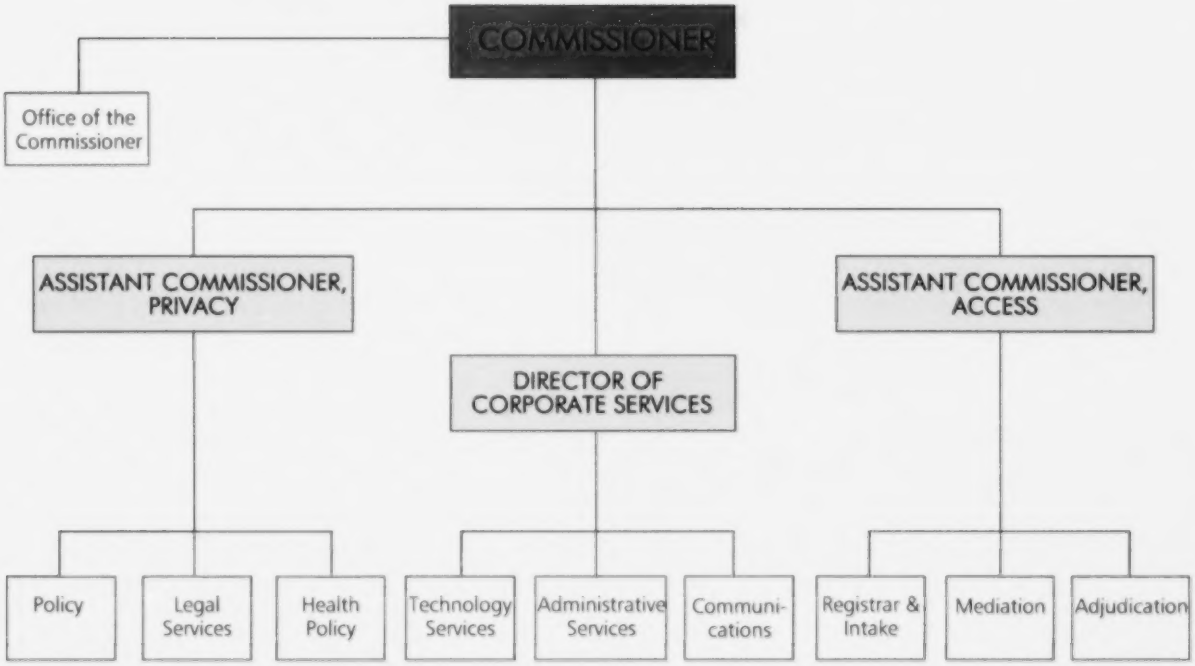
Outcome of Individual-initiated Collection/Use/Disclosure Complaints by Stage Closed	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	47	69.1%	5	62.5%	0	0.0%	52	67.5%
Screened out	13	19.1%	0	0.0%	0	0.0%	13	16.9%
Abandoned	4	5.9%	0	0.0%	0	0.0%	4	5.2%
No Review	0	0.0%	3	37.5%	1	1.3%	4	5.2%
Withdrawn	4	5.9%	0	0.0%	0	0.0%	4	5.2%
Total	**68**	**100.0%**	**8**	**100.0%**	**1**	**100.0%**	**77**	**100.0%**

Outcome of IPC Commissioner-initiated Collection/Use/Disclosure Complaints by Stage Closed	Intake	%	Informal Resolution	%	Adjudication	%	Total	%
Resolved	21	100.0%	1	100.0%	0	0.0%	22	100.0%
Total	**21**	**100.0%**	**1**	**100.0%**	**0**	**0.0%**	**22**	**100.0%**

Outcome of Self-reported Breaches by Stage Closed	Intake	%	Informal Resolution	%	Adjudication	%	Total	%
Resolved	116	100.0%	7	100.0%	0	0.0%	123	100.0%
Total	**116**	**100.0%**	**7**	**100.0%**	**0**	**0.0%**	**123**	**100.0%**

Information and Privacy Commissioner of Ontario

IPC Organizational Chart



Appendix I

Public Sector Salary Disclosure

As required by the Public Sector Salary Disclosure Act, 1996, the following chart shows which IPC employees received more than $100,000 in salary and benefits for the calendar year ending December 31, 2008.

Name	Position	Earnings	Taxable Benefits
		$	$
Cavoukian, Ann	Commissioner	201,850.77	4,423.22
Anderson, Ken	Assistant Commissioner, Privacy	217,986.35	353.32
Beamish, Brian	Assistant Commissioner, Access	217,986.35	353.32
Binstock, Robert	Registrar	129,662.10	222.68
Carter, Fred	Senior Policy and Technology Advisor	110,876.54	194.88
Challis, William	General Counsel	208,138.10	353.32
Chibba, Michelle	Director, Policy	134,419.20	224.54
Cropley, Laurel	Adjudicator	112,639.80	201.58
Devries, Frank	Adjudicator	109,092.39	196.88
Di Re, Manuela	Health Law Legal Counsel	147,124.60	265.22
Faughnan, Steve	Adjudicator	116,942.38	205.60
Geisberger, Janet	Director, Corporate Services	145,338.14	222.87
Goldstein, Judith	Legal Counsel	187,537.70	324.52
Goodis, David	Advisor, Policies & Procedures	187,537.71	324.52
Grant, Debra	Senior Health Privacy Specialist	114,036.20	194.88
Hale, Donald	Team Leader, Adjudicator	129,662.10	222.68
Higgins, John	Senior Adjudicator/Manager of Adjudication	191,155.58	324.52
Jiwan, Mumtaz	Team Leader, Mediation	102,976.18	177.04
McCammon, Stephen	Legal Counsel	144,717.63	260.92
Morrow, Bernard	Adjudicator	116,942.38	205.60
O'Donoghue, Mary	Manager, Legal Services	208,138.10	353.32
Senoff, Shirley	Legal Counsel	140,567.65	254.04
Smith Douglas, Diane	Adjudicator	116,942.38	205.60
Stoianov, Alexei	Senior Biometrics Specialist	109,711.05	192.76
Swaigen, John	Legal Counsel	184,417.55	324.52
Wong, Mona	Manager of Mediation	127,600.69	222.68

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